

# EFFECT OF SUPERVISION ON EMPLOYEE PERFORMANCE AT PT. INDO SUHARJAYA/ NARMA TOSERBA

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## ABSTRACT

This study aims to determine the effect of supervision variable (X) on employee performance variable (Y) PT. Indo Suharjaya/Narma Toserba, and this study uses a quantitative method with an associative approach. The data sources used consisted of primary data, namely data obtained directly from research respondents through questionnaires, interviews, observations. The population and sample in this study were employees of PT. Indo Suharjaya/Narma Toserba Padurenan has as many as 70 employees, the research method used is descriptive statistical analysis method with Likert scale method. The test was carried out using the help of SPSS version 21. The results of this study 1) this correlation coefficient indicates that there is a relationship between supervision and employee performance of 0.716 with a significant level of 0.000. This means that supervision has a positive relationship with employee performance with a strong correlation degree at PT. Indo Suharjaya/Narma Padurenan Department Store. Based on the results of the t-test, it is known that the supervisory variable has a significant effect on employee performance because the tcount (8.462) > t table (1.666) then the supervision variable has an effect on employee performance. Analysis of the coefficient of determination. The adjusted R-Square value obtained is 0.513, indicating about 51.3% of the influence of supervision on employee performance while the remaining 0.48.7 indicates that around 48.7% is influenced by other variables not included in this research model.

**Keyword:** *Supervision and Employee Performance*

## 1. INTRODUCTION

The current era of globalization is marked by the increasing freedom of human resources to enter other countries by offering their expertise, and this continues to happen without any serious efforts to overcome it, nations will be left behind without having the opportunity to advance or compete with developed nations. To meet their needs, companies must be able to manage existing human resources optimally. Human resources are an important factor in an organization or company. In order for management activities to run well, companies must have knowledgeable and highly skilled employees and efforts to manage the company as optimally as possible so that employee performance increases.

In order to achieve employee performance, good employee performance is needed. Employee performance is one of the most dominant factors in improving company performance. Because a goal in a company can run

successfully or not, depending on the human factor that plays a role in planning, implementing, and controlling the company.

Employee performance plays an important role in achieving company goals and individual goals. The company will find it difficult to achieve its goals if the employees in the company do not have good performance. In an effort to achieve a company goal, it is necessary to have employees who are full of awareness, loyalty, obedience, discipline and are responsible for all the work given and have been done.

According to Rivai and Basri (2011: 210) "Performance is the willingness of a person or group of people to carry out an activity and perfect it in accordance with responsibilities with results as expected".

One of the ways in which employee performance can be improved is through supervision in carrying out work. This supervision is carried out by the leadership as an attempt to compare whether what is being done is in accordance with the established plan. This also means that supervision is an action or activity of a leader who strives for the work to be carried out in accordance with the established plan or the desired work results. The supervision carried out is intended to support the smooth implementation of activities so that efficiency, effectiveness, and efficiency can be realized according to the plan and in line with it, to prevent early errors in the implementation of work.

Oversight is a factor that influences the performance of employees in an organization. Supervisors may evaluate management control systems, the efficiency and effectiveness of performing duties and functions, and compliance with laws and regulations related to improving or enhancing performance. Employee performance is the result of work done by employees quantitatively and qualitatively, depending on their assigned roles and responsibilities. In an organization, employee performance related to tasks managed by policies or regulations.

Winardi (2011:224) says that: "Supervision does not only look at things carefully and report the results of supervising activities, but also implies correcting and straightening them so that they achieve goals that are in accordance with what they want".

PT. Indo Suharjaya/Narma Toserba Padurenan in carrying out their main tasks and functions can be said to have not been carried out properly. This is influenced by the supervisory factor of the leadership of the employees of PT. Indo Suharjaya /Narma Toserba Padurenan which has an impact on employee performance that is less than optimal. Supervision is intended to evaluate and identify the work plan if there are errors in its implementation. Based on the results of supervision conducted by researchers PT. Indo Suharjaya/ Narma Toserba Padurenan has a low performance problem.

Based on the background of these problems, the researchers are interested in conducting further research entitled "The Effect of Supervision on Employee Performance at PT. Indo Suharjaya / Narma Toserba".

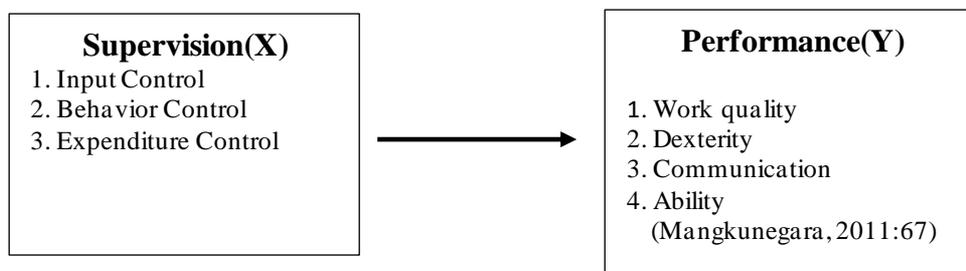
## 2. LITERATURE REVIEW

### Employee performance

According to Mangkunegara (2011: 67), states that: "Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him".

### Supervision

According to Armstrong (2016: 289), oversight is the process of leaders' activities to ensure that the implementation of organizational activities complies with established plans, policies and regulations.



**Figure 1.** Framework

When viewed from the picture above, the research hypothesis is as follows:

Ho : At PT, there is no positive and significant association between oversight and employee performance. Department store India Suharjaya / Narma Padurenan.

Ha : At PT, there is a positive and important link between oversight and employee performance. Department Store India Suharjaya / Narma Padurenan

### 3. METHODS

This research was conducted at PT. Indo Suharjaya/Narma Toserba, Address : Jl. Hj. Jole Rt 002/ Rw 001 padurenan Mustika Jaya District Bekasi City West Java 16340. Tel (021) 82621088, and the research was conducted for 5 months. With a sample and population of 70 employees.

### 4. FINDINGS AND DISCUSSION

#### Results

##### Normality Test

Based on the results of the data processing, the results of the normality test are obtained as follows:

**Table 1.** Normality Test (*Unstandardized Residual*)

Keterangan		Unstandardized Residual
N		70
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	2.76859593
Most Extreme Differences	Absolute	.088
	Positive	.066
	Negative	-.088
Kolmogorov-Smirnov Z		.733
Asymp. Sig. (2-tailed)		.656

a. Test distribution is Normal.

b. Calculated from data.

Based on the output of *Unstandardized Residual* table 1 above, it is known Since the significant value is  $0.656 > 0.05$ , we can also conclude that the tested data are normally distributed. You can recognize the normality by looking at the spread of data (points) on the diagonal axis of the chart. If the data (points) are distributed around the diagonal and follow the direction of the diagonal, they do not show a normal distribution pattern, indicating that the regression model does not meet the normality assumptions. To determine if the residuals are normally distributed, Look at the normal distribution plot, which compares the normal distributions.

**Figure 2.** Normal PP Plot Graph

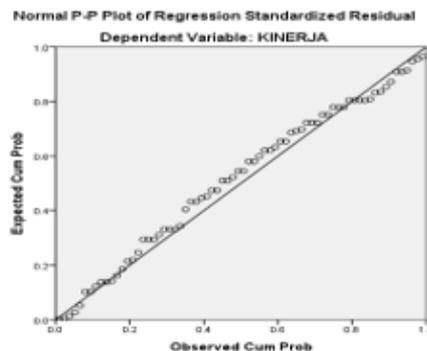
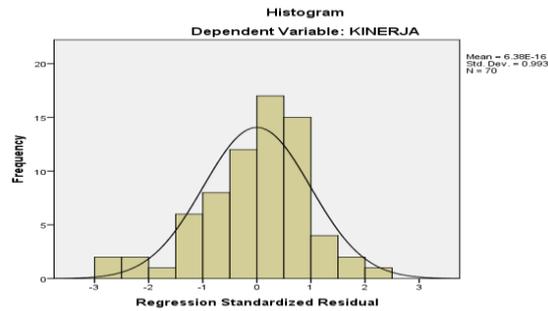


Figure 1. shows distribution of data (points) on the diagonal axis close to the diagonal. Based on the normality test guidelines, he states that if the spread of data (points) follows or approaches normals, the study may be called normals.

To ensure that this study shows the existence of normality, then the test is carried out using a histogram. It can be seen in Figure 1. as follows:

**Figure 3. Histogram**

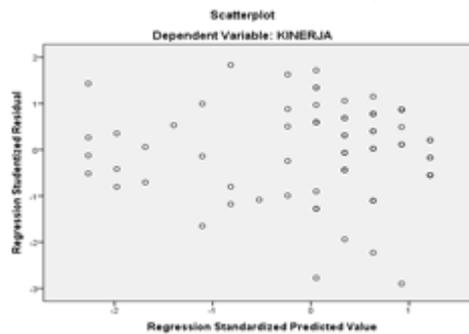


In Figure 3 the histogram also shows the existence of normality in this study, seeing this, We can conclude that this study is working towards a normality test.

**Heteroscedasticity Test**

The results of the heteroscedasticity test in this study can be seen in the following figure:

**Figure 4. Heteroscedasticity Test**



In Figure 4 It shows that there is no clear regular pattern such as wavy or wide. Following the guidelines for the heterogeneous dispersibility test, there was no heterogeneous dispersibility or so-called homoscedasticity in this study. This is evidenced by the chart above, which does not form a particular regular pattern, so this study is worth further testing.

**Correlation Test**

Based on data analysis using the SPSS version 21 application, the correlation coefficient results can be obtained as follows:

**Table 2. Correlation Test Results**  
Correlations

	KETERANGAN	PENGAWASAN	KINERJA
PENGAWASAN	Pearson Correlation		.716**
	Sig. (1-tailed)		.000
	N	70	70
KINERJA	Pearson Correlation	.716**	1
	Sig. (1-tailed)	.000	
	N	70	70

\*\* . Correlation is significant at the 0.01 level (1-tailed).

Sumber : Data SPSS 21 diolah Tahun 2021

Based on table 2, the *Pearson correlation* between supervisory variables related to employee performance is 0.716, it can be concluded that supervision is positively related on employee performance with a strong correlation degree.

**Simple Linear Regression Test**

The results of the simple regression analysis test can be seen in table 3 as follows:

**Table 3.** Simple Linear Regression Test  
**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	10.736	5.282		2.033	.000
1 PENGAWASAN	1.068	.126	.716	8.462	.000

a. Dependent Variable: KINERJA  
Sumber: Data SPSS 21 diolah Tahun 2021

In table 3 above the calculation of the simple linear regression value is known to be a constant (a) value of 10,736, while the value of service quality (b/regression coefficient) is 1,068, so that the regression can be formulated:

$$= a + x$$

$$= 10,736 + 1.068x$$

Based on table 3 there are values:

- 1) The constant 10,736 indicates that it is an independent variable. The monitor is in a constant state (fixed) and has a value (Y) of 10,736. The better the performance of employees at PT. Indo Suharja / Nama Toserba Padurenan will increase employee supervision.
- 2) If X increases by 1 unit, then supervision & employee performance = 10,736 + 1,068 The regression coefficient for the supervisory influence variable (X) is 1,068, which means that there will be an increase of 1,068%.

**Hypothesis Test**

- 1) Ho is accepted if t count < t table or vice versa Ho is rejected if t count > t table.
- 2) Ha will get an answer if t count > t table Ha is accepted and vice versa Ha is rejected if t count < t table.
- 3) The t-count value is 8.462 while the t-table value is 1.666, so t-count is more than t-table, so Ho is rejected and Ha is accepted.

**t-Test**

Table of coefficients for sig (importance). If t or a significant probability value is 0.05, then there is no significant effect between each independent variable on the dependent variable.

**Table 4.** t-test results

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	10.736	5.282		2.033	.000
1 PENGAWASAN	1.068	.126	.716	8.462	.000

a. Dependent Variable: KINERJA  
Sumber : Data SPSS diolah Tahun 2021

Based on table 4 this t-test was carried out by comparing the t-count value with the t-table at 0.05. From the results of the significant correlation coefficient test, the t-count value is 8.462 while the t-table value is 1.666 so t-count is more than t-table, then Ho is rejected and Ha is accepted, meaning that supervision has an effect on employee performance.

**Discussion**

**Supervision Is Related to Employee Performance**

Based on the analysis of the *Pearson correlation* there is a relationship between the supervisory variable and employee performance of 0.716 with a significant level of 0.000, which means that the supervisory variable has a positive relationship with performance. So it can be concluded that supervision is positively related to employee performance with a strong degree of correlation.

## Supervision Affects Performance

Supervision has a significant effect on performance, this can be seen in the t test where t count is 8.462 greater than t table 1.666, so the Supervision variable has an influence on performance variables. Judging from the results of the study, it can be concluded that the magnitude of R determination (*R Square*) the percentage of the influence of the independent variable (the influence of supervision) on the dependent variable (employee performance) is 51.3% while the remaining 48.7% is influenced by other variables not included in the research model. This shows that supervision is a factor that affects the performance of employees of PT. Indo Suharjaya/Narma Padurenan Department Store.

Oversight has the task of ensuring that organizational and administrative goals are achieved. This is an opportunity to carry out activities as planned. Set performance criteria for planning purposes, design feedback information systems, compare actual activities to given criteria, identify and measure deviations, and use all of your company's resources effectively and efficiently. A systematic effort to take the necessary corrective actions to ensure that methods are used to achieve the company's goals.

Supervision is also an activity that evaluates an organization / activity with the aim of ensuring that the organization / activity performs its function properly and achieves the set goals. The good leadership that the company has for its employees also leads to good performance in order to improve the performance of PT employees. Department store India Suharjaya / Narma Padurenan.

This is in accordance with previous research conducted by Anastasya Yuyun Coding 2015 at PT. Pipit Mutiara Indah shows that a simple linear regression analysis of 0.323 with a correlation coefficient (R) of 0.295 in this category has a low relationship between supervision and employee performance. supervision has an influence of 8.7% on the performance of employees at PT. Pipit Mutiara Indah, the remaining 91.3% by other variables not included in the study. The same thing was found in Elly Nielwati's research in 2017 on the Disperindag Sub-Sector for Supervision of Goods and Services in Riau Province, which showed that it showed that supervision had a positive and significant effect on employee performance with a coefficient of determination ( $r^2$ ) of 0.932, meaning 93.2% employee performance is influenced by supervision.

The inhibiting factor in supervision is the leadership has not carried out routine and structured supervision. In addition, there are difficulties in supervising employees, namely the placement of leaders who are not appropriate so that the leadership does not master the technical implementation of the work of their subordinates. This study is also consistent with the surveillance theory proposed by Sondang P. Siagian: The process of monitoring the performance of all organizational activities to ensure that all work being performed is proceeding according to a given plan.

## 5. CONCLUSION AND RECOMMENDATION

### Conclusions

- 1) coefficient analysis, *Pearson correlation* there is a relationship between the supervisory variable and employee performance of 0.716 with a significant level of 0.000, which means that the supervisory variable has a positive relationship with employee performance. So it can be concluded that supervision is positively related to employee performance with a strong degree of correlation.
- 2) Significantly, this can be seen in the t-test where the t count is 8.462 greater than t table 1.666, so the Supervision variable has an influence on the performance variable. Supervision has an effect on employee performance seen from the results of the study it can be concluded that the magnitude of R determination (*R Square*) the percentage of the influence of the independent variable (the influence of supervision) The dependent variable (employee performance) is 51.3% and the remaining 48.7% is affected by other variables. Not included in this research model. This shows that monitoring is a factor that affects the performance of PT employees. Indo Suharjaya/Narma Padurenan Department Store.

### Suggestions

Suggestions will be given based on the variables studied. It is hoped that the leadership of PT. Indo Suharjaya/Narma Toserba Padurenan is able To improve monitoring and keep it optimal, employees can work better in line with company goals. For companies, the presence of supervision ensures order maintenance and smooth execution of orders, which leads to constant improvement in employee performance.

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